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MURRAY, CITY OF (KY)
Established Date: Jul 1, 2013
Revision Date: September 18, 2020

Information Technology Manager

Class Code:
3006

Bargaining Unit: NA

SALARY RANGE

\$20.8679 - \$34.2118 Hourly
\$43,405 - \$71,161 Annually

DESCRIPTION:

CITY OF MURRAY CLASS SPECIFICATION

Class Title: Information Technology Manager

Pay Grade: 30

Department: Finance

Supervisor: City Administrator

Supervises: Information Technology Technician and Assistant

Class Characteristics: Under direction of the City Administrator, provides technical and administrative support for city systems and infrastructure: desktop, telecommunication, and network systems. Installs, modifies and makes necessary repairs to personal computer hardware and software systems, and provides technical advice and support to internal users. Maintain adequate knowledge of existing hardware and software in use to maximize efficiency of the systems and users' operation of them. Analyzes, investigates, and resolves computer related problems.

ESSENTIAL DUTIES:

Essential:

1. Provide remote and onsite system support relating to software and hardware needs reported by internal users.
2. Assist in installation, upgrades, and documentation of workstations and devices on the network.
3. Install new software applications or hardware, coordinating with third parties when necessary.
4. Maintain a sufficient level of knowledge of operating systems and application software being used to provide high levels of support to users.
5. Train users in efficient and effective use of systems, developing best practices to share with internal and external clients.
6. Maintain records and documentation regarding company's technology assets.
7. Act as liaison with providers of network, application and server support.
8. Under direction of the Director of Finance, administrate and support telecommunications systems.
9. Add and train users on effective usage of communications systems.
10. Some local travel required to support remote offices and company events.
11. Carry out other such duties as may be assigned or requested

Non-Essential: None

MINIMUM QUALIFICATIONS:

Bachelors degree in Information Technology discipline with a minimum of 3 years of related experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

1. Basic knowledge of current Windows Desktop and Server operating systems.
2. Experience and knowledge of TCP/IP networking.

Skills:

1. Written and oral communication skills.
2. Teaching / training / presentation skills.

Abilities:

1. Ability to troubleshoot and problem solve logically and efficiently.
2. Ability to maintain confidentiality.
3. Ability to identify and resolve problems.
4. Ability to be self-directed.
5. Ability to be detail-oriented.

6. Ability to act with awareness and sensitivity toward the current political, economic, and social environment.

ADDITIONAL REQUIREMENTS:

Instructions: Somewhat general; many aspects of work are covered specifically, but must use some of own judgment in completing work assignments.

Processes: Must occasionally consider different courses of action or deviate from standard operating procedures to get the job done.

Review of Work: Work is spot-checked as it is being completed.

Analytical Requirements: Problems require analysis based on precedent.

Physical Requirements of the Job: Work involves sitting at a desk or table; must lift objects less than 25 lbs. as a requirement of the job; requiring intermittent standing, walking, and stooping; using stairs and ladders.

Tools, Equipment and Vehicles Used: Must operate vehicle as a requirement of the job; normal office equipment (computer, copier, telephone, etc.)

Contacts: Public and internal contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information.

Mental Effort: Heavy.

Interruptions: Frequent.

Special Licensing Requirements: Must possess and maintain a valid driver's license.

Availability: Must be able to attend occasional evening meetings and respond to calls in emergency situations at all hours.

Certification Requirements: None.

Additional Requirements: None.

Overtime Provision: Exempt.

DISCLAIMER AND ACKNOWLEDGEMENT:

DISCLAIMER:

This class specification does not constitute a contract between the employer and the employee, and is subject to change by the employer as the needs of the employer and requirements of the class change.

The functions listed above are illustrative only, and are not intended to cover all of the job duties and responsibilities. The omission of specific statements of duties and responsibilities does not exclude them from the class if the work is similar, related, or logical assignment to the class.

ACKNOWLEDGEMENT:

I have read and understand the class specification for Information Technology Manager.

I understand that I will be required to perform all of the essential functions of the class unassisted and without delay.